

SECTION

6

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE
HURON
SOUTH DAKOTA

Section No. 6
6th Revised Sheet No. 1
Canceling 5th Revised Sheet No. 1

NorthWestern

Account Number

Date Due 99/99/1998
Please Pay This Amount 999,999.99

Return this portion of the bill with your payment.
Please direct inquiries to 1-800-245-6977 24 hours a day.

Amount Paid

Account Number		Customer Name / Service Address	
Billing Date			
Account Activity			
<u>Energy Costs</u>		Previous Balance	999.99
		Payment(s) Received Through 99/99/1998 - Thank You	999.99CR
Elec Cost Per Day 9.99		<u>Utility Service</u>	
Gas Cost Per Day 9.99		Outdoor Lighting	999.99
		Electric	999.99
<u>Information Center</u>		Natural Gas	999.99
		Taxes	999.99
		Total Current Utility Charges	999.99
		<u>Budget Summary</u>	
		Previous Budget Balance	999.99
		Budget Payments Received	999.99
		Current Utility Charges	999.99
		Current Budget Balance	999.99
		Monthly Budget Payment	999.99
		<u>Products & Services</u>	
		Monthly Fixed Charges	999.99
		Other Charges	999.99
		Other Taxes	999.99
		Adjustments	999.99
		Late Payment Fee	999.99
		Total Amount Due	999.99
(See back of page for additional billing details)			

A late fee of \$2.00 plus 1 % of the unpaid utility balance will be assessed if not paid prior to the due date.

We appreciate the opportunity to serve you and welcome your feedback.
We invite you to contact us with your suggestions, concerns, or questions 24 hours a day at 1-800-245-6977,
e-mail us at advocate@northwestern.com, or write us at P.O. Box 1318, Attention: Customer Advocate, Huron, SD 57350.

Date Filed: October 21, 1998

Effective Date: November 16, 1998

Michael J. Hanson
Issued By: President & CEO

GE00-001

Section No. 6

Sheet No. 1.1

~~Canceling~~ 5th Revised 4th Revised Sheet No. 1.1

Other Charges

[illegible]

Taxes State Sales Tax 9.99 City Sales Tax 9.99 Total Taxes 9.99

This page for information only. All charges are included in the total amount due on the cover page.

We invite you to contact us with your suggestions, concerns or questions 24 hours a day at 1-800-245-6977, email us at advocate@northwestern.com, or write us at P.O. Box 1318, Attention: Customer Advocate, Huron SD 57350. South Dakota customers with unresolved questions or concerns may contact the consumer affairs division of the South Dakota Public Utilities Commission at 500 East Capital Avenue, Pierre, SD 57501, or by Telephone at 1-605-773-3201.

Michael J. Hanson
Issued By: President & CEO

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA

Section No. 6
5th Revised Sheet No. 2
Canceling 4th Revised Sheet No. 2

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

R. F. Leyendecker

Issued By: Vice President-Market Development

GF 97-002

**NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA**

Canceling 4th Revised

Sheet No. 3

Telephone 1-800-245-6977

Issued By: Vice President-Market Development

Issued By: Vice President-Market Development

Sheet No. 5

Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

	1st Revised	Section No. 6
		Sheet No. 6
Cancelling	<u>Original</u>	Sheet No. 6

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(D)

Date Filed: June 29, 1981

Effective Date: August 1, 1981

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA

Section No. 6
2nd Revised Sheet No. 7
Canceling 1st Revised Sheet No. 7

(SHEET LEFT BLANK INTENTIONALLY)

Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. F. Leyendecker
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA

Section No. 6
2nd Revised Sheet No. 8
Canceling 1st Revised Sheet No. 8

(SHEET LEFT BLANK INTENTIONALLY)

Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. F. Leyendecker
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA

Section No. 6
3rd Revised Sheet No. 9
Canceling 2nd Revised Sheet No. 9

(SHEET LEFT BLANK INTENTIONALLY)

Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. F. Leyendecker
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA

Section No. 6
3rd Revised Sheet No. 10
Canceling 2nd Revised Sheet No. 10

(SHEET LEFT BLANK INTENTIONALLY)

Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. F. Leyendecker
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA

Section No. 6
1st Revised Sheet No. 10.1
Canceling Original Sheet No. 10.1

(SHEET LEFT BLANK INTENTIONALLY)

Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. F. Leyendecker
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Section No. 6
Sheet No. 11
Cancelling 1st Revised Original Sheet No. 11

Form 248
3/90 (Rev)

Account No. _____ (N)
Cycle No. _____

**SEPARATELY METERED
RESIDENTIAL SPACE HEATING OR COMBINATION
SPACE HEATING AND COOLING INSTALLATION
APPLICATION AND AGREEMENT (Rate No. 14)**

NAME (S) _____ DATE _____
SERVICE ADDRESS _____ TOWN _____

The undersigned Customer represents to Northwestern Public Service Company ("Company") that it has at Customer's dwelling an electric space heating installation or combination space heating and cooling installation (heat pump) of 240 volts single phase, which is permanently installed and separately metered from all other electrical usage at the dwelling. Customer will purchase, install, and maintain all required electrical equipment for service under this agreement, except for the meter which the Company will supply and maintain.

For the service requested, Customer agrees to pay Company at Company's rates and under the provisions of Company's Electric Rate Schedules and General Terms and Conditions of service as amended from time to time and filed with the South Dakota Public Utilities Commission.

Customer hereby agrees to grant to Company such easement as may be necessary to permit construction and maintenance of Customer's electric service. Customer further grants Company the right to inspect Customer's installation to insure compliance with the provisions of this agreement.

Service pursuant to this agreement is intended exclusively for approved Customer equipment which is used to supply electric space heating requirements or combination space heating and cooling (heat pump). Connection of other equipment to this circuit shall result in termination of this agreement and restitution to Company of the difference between the appropriate charges under Rate 10 for the preceding twelve (12) months or since service began under this agreement, whichever is less and the amount billed under this agreement during such period.

Customer herewith deposits with Company \$ _____ as a guarantee for the prompt payment of all accounts for service, to be held subject to the condition stated in the receipt issued by Company.

This agreement shall be for a term of ten (10) years from the date of commencement of service under this agreement.

This agreement shall be binding upon and inure to the benefit of the parties and their respective successors and assigns.

Accepted and approved this ____ day of _____, 19 ____.

CUSTOMER

NORTHWESTERN PUBLIC SERVICE COMPANY

By _____

Its _____

Connected Load ____ KW

Date Filed: March 9, 1990

Effective Date: April 1, 1990

Issued By: R. F. Leyendecker
Vice President-Rates & Regulation

NORTHWESTERN PUBLIC SERVICE COMPANY
 HURON,
 SOUTH DAKOTA 57350

Section No. 6
 Sheet No. 12
 C Cancelling 2nd Revised 1st Revised Sheet No. 12

Form 249
 3/90 (Rev)

Account No. _____ (N)
 Cycle No. _____

RESIDENTIAL DUAL-FUEL AND CONTROLLED SERVICE
 APPLICATION AND AGREEMENT (Rate No. 15)

NAME(S) _____ DATE _____
 SERVICE ADDRESS _____ TOWN _____

The undersigned Customer represents to Northwestern Public Service ("Company") that it has the following:

- ☐ A water heater installation with a time clock or other timing device which will restrict service to the installation to hours prescribed by the Company. Electrical energy will be supplied for a minimum of 10 hours during any 24 hour period. The installation contains a tank capacity of not less than 50 gallons and an electric capacity of not more than 5,000 watts at 240 volts, single phase service.
- ☐ A dual-fuel space heating installation where electric space heating represents the primary source of space heating for the dwelling. The electric heating equipment, designed to operate at 240 volts single phase, is an alternate source of space heating to fuels other than natural gas or electricity. Unless a Waiver of Responsibility has been signed by Customer (see below), the installation is wired so that when electric service is interrupted, heating responsibility is immediately and automatically shifted to the alternately fueled heating system. Company may interrupt such electric service without any notice to Customer. The dual-fuel system controls, fans, pumps and other associated equipment are not included on the interruptible circuit.

(C)

All electric service under this agreement shall be separately metered, with Customer purchasing, installing, and maintaining all required additional electrical equipment except for the meter. Company will supply and maintain all metering. Wiring by Customer shall be such that meters and controls are located outside the dwelling, and where meters and controls are separate, they shall be located as close together as possible. Customer shall supply and maintain the necessary low voltage relay and approved relay switching device in a sealable enclosure to enable Company to control Customer's loads.

For the service requested, Customer agrees to pay Company at Company's rates and under the provisions of Company's Electric Rate Schedules and General Terms and Conditions of service as amended from time to time and filed with the South Dakota Public Utilities Commission.

Customer hereby agrees to grant to Company such easement as may be necessary to permit construction and maintenance of Customer's electric service. Customer further grants Company the right to inspect Customer's installation to insure compliance with the provisions of this agreement.

Service pursuant to this agreement is intended exclusively for the uses designated above. Connection of other equipment to such circuit(s) shall result in termination of this agreement and restitution to Company of the difference between the appropriate applicable charges had all service metered hereunder been combined with customer general purpose usage metered and billed pursuant to standard Rate No. 10 or 11 as appropriate for the preceding twelve (12) months or since service began under this agreement, whichever is less and the amount actually billed during such period.

Date Filed: March 26, 1991

Effective Date: May 1, 1991

Issued By: R. F. Leyendecker
 Vice President-Rates & Regulation

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Section No. 6
Sheet No. 12.1
Cancelling 1st Revised Sheet No. 12.1
Original

Form 249
3/90

Customer herewith deposits with Company \$ _____ as a guarantee for the prompt payment of all accounts for service, to be held subject to the conditions stated in the receipt issued by the Company.

This agreement shall be a term of ten (10) years from the date of commencement of service under this agreement.

This agreement shall be binding upon and inure to the benefit of the parties and their respective successors and assigns.

(N)

Accepted and approved this ____ day of _____, 19 ____.

CUSTOMER

NORTHWESTERN PUBLIC SERVICE COMPANY

By _____

Its _____

WAIVER OF RESPONSIBILITY

In lieu of the above provisions of this agreement requiring Customer to have the dual-fuel space heating installation wired so that heating responsibility is immediately and automatically shifted to the alternately fueled heating system upon electric service interruption, Customer and Company hereby agree as follows:

- (1) Customer waives any claim for damages or injuries to persons or property resulting from such interruption of electric service.
- (2) Customer will indemnify and hold the Company harmless from any claim by third person arising from such interruption of electric service.

Accepted and approved this ____ day of _____, 19 ____.

CUSTOMER

NORTHWESTERN PUBLIC SERVICE COMPANY

By _____

Its _____

Connected Load ____ KW

Date Filed: March 9, 1990

Effective Date: April 1, 1990

Issued By: R. F. Leyendecker
Vice President-Rates & Regulation

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Section No. 6
Sheet No. 13
Sheet No.

Cancelling Original

Form 250
10/84

DISCOUNTED ENERGY OPTION
APPLICATION AND AGREEMENT

NAME(S) _____ DATE _____
SERVICE ADDRESS _____ CITY _____
ACCOUNT NO. _____ APPLICABLE STANDARD RATE NO. _____ BILLING CYCLE _____

The undersigned Customer and Northwestern Public Service Company ("Company") agree that electric service will be provided by Company to Customer as follows:

- (1) Customer has received electric service from Company during the past twelve (12) months at the above service address.
- (2) Customer's monthly charge for electric usage under this agreement will be Customer's Base Period Monthly Charge ("BPMC"), which is Customer's most recent available twelve months historical usage (calculated on the attached Exhibit A), plus an energy charge of \$0.033 per kilowatt hour plus applicable fuel and tax adjustment riders for all kilowatt hours. The minimum monthly bill will be Customer's BPMC.
- (3) This rate for electric service shall remain in effect for twelve months from the date service is commenced under this agreement. Annual extensions of this agreement will occur automatically unless written notice of termination is given by Customer or Company thirty (30) days prior to end of twelve month period.
- (4) Service under this agreement will be furnished under Company's General Terms and Conditions as amended from time to time and filed with the South Dakota Public Utilities Commission.
- (5) Customer hereby agrees to grant to Company such easement as may be necessary to permit construction and maintenance of Customer's electric service.

Accepted and approved this _____ day of _____, 19 _____.

NORTHWESTERN PUBLIC SERVICE COMPANY

EXPECTED SOURCE OF ADDITIONAL
CONSUMPTION:

☐ Added energy consuming appliances
principally _____

☐ Change in consumption habits
principally _____

By _____
Its _____

CUSTOMER

Firm Name _____
By _____
Signature _____

An Individual (s)

Address

Date Filed: October 11, 1984

Effective Date: October 15, 1984

Issued By: R. F. Leyendecker

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA

Section No. 6
2nd Revised Sheet No.13.1
Canceling 1st Revised Sheet No.13.1

*** NORTHWESTERN PUBLIC SERVICE COMPANY ***

Option X Base Period Monthly Charge Calc

Account # 999999 Customer's Name
 Premises # 99999

<u>Year</u>	<u>Month</u>	<u>Days</u>	<u>Metered Usage</u>	<u>Manual Usage</u>	<u>Current Rate Cost</u>
1997	Nov	99	999.99	999.99	99.99
	Oct	99	999.99	999.99	99.99
	Sep	99	999.99	999.99	99.99
	Aug	99	999.99	999.99	99.99
	Jul	99	999.99	999.99	99.99
	Jun	99	999.99	999.99	99.99
	May	99	999.99	999.99	99.99
	Apr	99	999.99	999.99	99.99
	Mar	99	999.99	999.99	99.99
	Feb	99	999.99	999.99	99.99
1997	Jan	99	999.99	999.99	99.99
1996	Dec	99	999.99	999.99	99.99

Use Date: ____/____/____
 Start Date: ____/____/____
 Accept BPMC (Y/N): ____

Units X .01146: 999.99
 Base Period Annual Charge: 999.99
 Base Period Monthly Charge: 99.99

(R)

Date Filed: May 22, 1998

Effective Date: August 1, 1998

R. F. Levendecker
 Issued by: Vice President-Market Development

GF 98-001

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Section No. 6
Sheet No. 14
Cancelling 1st Revised Original Sheet No. 14

Form 251
3/90 (Rev)

Account No. _____
Cycle No. _____

(N)

**APPLICATION AND AGREEMENT
FOR NEW OR INCREASED
ELECTRIC COMMERCIAL AND INDUSTRIAL SERVICE**

Name _____ Date _____

Service Address _____ Town _____

The undersigned Customer represents to Northwestern Public Service Company (Company) that it has:

- ☐ New Commercial and Industrial electric loads representing minimum additional demand requirements of 5 KW or greater.
- ☐ Increased Commercial and Industrial electric loads representing minimum additional demand requirements of 5 KW or greater over Customer's highest load requirement established after May 1, 1983 and prior to the date of this Agreement.

Description of New or Increased Electric Commercial and Industrial Load _____

Customer's Highest Established Electric Load after May 1, 1983 _____ KW

Customer requests Company to furnish electric service as follows:

- Electric Rate Schedule ☐ 21 ☐ 33
 ☐ 25 ☐ 34
- Incentive Rider ☐ N
 ☐ I

For the service requested, Customer agrees to pay Company at Company's rates and under the provisions of Company's Electric Rate Schedules and General Terms and Conditions as amended from time to time and filed with the South Dakota Public Utilities Commission. When two or more rate schedules of Company are available for Customer's service needs, Customer shall select the rate schedule(s) to be applied, and such selection may not be changed within a 12-month period unless there is a substantial change in the character or conditions of his service.

Customer hereby agrees to grant to Company such easement as may be necessary to permit construction and maintenance of Customer's electric service.

Customer herewith deposits with Company \$ _____ as a guarantee for the prompt payment of all accounts for service, to be held subject to the conditions stated in the receipt issued by Company.

Accepted and Approved this _____ day of _____, 19 ____.

CUSTOMER

By _____
Firm Name
Signature

NORTHWESTERN PUBLIC SERVICE COMPANY

AND

By _____
Its _____

An Individual
Address

Date Filed: March 9, 1990

Effective Date: April 1, 1990

Issued By: R. F. Leyendecker
Vice President-Rates & Regulation

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA

Section No. 6
Sheet No. 15
Canceling Original Sheet No. 15

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. F. Leyendecker
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

	<u>1st Revised</u>	Section No. 6
	<u>Original</u>	Sheet No. 16
Cancelling		Sheet No. 16

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(L)

Date Filed: December 30, 1992

Effective Date: February 1, 1993

Issued By: R. F. Leyendecker
Vice President-Rates & Regulation

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA

Section No. 6
Original 17
Cancelling Sheet No.

SURETY BOND FOR UTILITY SERVICES

Form 36

SURETY BOND
FOR
UTILITY SERVICES
WITH
NORTHWESTERN PUBLIC SERVICE COMPANY

KNOW ALL MEN BY THESE PRESENTS that _____,
as Principal and _____, as Surety, acknowledge them-
selves to be indebted and firmly bound unto Northwestern Public Service Company
(NWPS), in the sum of _____ Dollars
(\$_____) for the payment whereof Principal and Surety bind themselves, their
heirs, executors, administrators and assigns, jointly and severally by these presents.

WHEREAS, the Principal has entered into an agreement with NWPS to receive
utility services from NWPS at _____ in
_____, to pay promptly therefor, the
bills presented by NWPS in accordance with the general terms and conditions of service
and rate tariff schedules as filed with and approved by the appropriate regulatory
authorities; and to abide by the rules and regulations of NWPS concerning such
utility services.

WHEREAS, the Principal desires to furnish this Bond in lieu of another type of
security for payment of sums due under the service agreement with NWPS.

NOW, THEREFORE, if the Principal performs its obligations and pays its bills
for such utility services promptly when due, the obligation by the Surety under this
Bond shall be void. If the Principal fails to perform any of the obligations under its
agreement for service with NWPS, this Bond shall be in full force and effect and, upon
written notice by NWPS, any sums due to NWPS under the service agreement shall be
immediately payable.

The Surety may cancel this bond at any time by filing with NWPS thirty (30)
days' written notice of its desire to be relieved of liability. The Surety shall not be
discharged from any liability already accrued under this Bond, or which shall accrue
hereunder before the expiration of the thirty-day period.

In the event that any actions or proceedings are initiated with respect to this
Bond, the parties agree that the venue shall be in Beadle County, South Dakota.

IN WITNESS WHEREOF, the parties have hereunto signed this Bond this _____
day of _____, 19____.

Principal _____

By _____

Surety _____

By _____
Attorney-in-fact

Date Filed: June 30, 1986

Effective Date: Service on and after
November 14, 1986

Issued By: R. F. Leyendecker
Asst. Vice President-Rates & Regulation

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA

Section No. 6
1st Revised Sheet No. 18
Canceling Original Sheet No. 18

(SHEET LEFT BLANK INTENTIONALLY)

Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. F. Levendecker
Issued By: Vice President-Market Development

Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA

Section No. 6
1st Revised Sheet No. 19.1
Canceling Original Sheet No. 19.1

(SHEET LEFT BLANK INTENTIONALLY)

Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. F. Leyendecker
Issued By: Vice President-Market Development

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Cancelling 1st Revised
Original

Section No. 6
Sheet No. 20
Sheet No. 20

Residential Customer Information

***We're here
to serve you!***



Northwestern
Public Service
Company

South Dakota

Date Filed: November 18, 1991

Effective Date: December 10, 1991

Issued By: R. F. Leyendecker
Vice President-Rates & Regulation

**Residential
Customer
Information**

***We're here
to serve you!***



Northwestern
Public Service
Company

South Dakota

**TO
NWPS
CUSTOMERS**



General Facts about NWPS.....	pg. 2
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Call Before Digging.....	Back Cover

Dear Customer:

We're happy to serve you. We base our Company's reputation on providing the very best in customer service, and we encourage you to contact us whenever you need help with your utility service.

This booklet was designed to help you understand your rights and responsibilities as our residential customer and our rights and responsibilities as your electric and/or natural gas supplier. Also included are the steps to follow if you have a question, request or complaint.

If you want to contact the nearest NWPS office, simply refer to your local telephone directory, where you will find the office address and telephone number. For emergencies during non-office hours, call the emergency number listed under Northwestern Public Service Company.

We consider it a privilege to serve you.

A handwritten signature in cursive script, reading "R.A. Wilkens".

R.A. Wilkens

President &

Chief Executive Officer

Northwestern Public Service Company

ABOUT OUR COMPANY

Northwestern Public Service Company is an electric and natural gas utility engaged in generating, transmitting, distributing, and selling electric energy, and in distributing and selling natural gas. (The following are statistics as of December 31, 1991.)

South Dakota Communities

Served Electrically 108

South Dakota

Electric Customers 53,294
(including approx. 1,700 farm customers)

South Dakota Communities

Served with Natural Gas 35

South Dakota

Gas Customers 30,947

Nebraska Communities

Served with Natural Gas 4

Nebraska

Gas Customers 37,409

Number of

Employees Nearly 455

NWPS is an investor-owned energy company, owned by 8,000 stockholders from all parts of the country.

PUC REGULATION

Northwestern Public Service Company is regulated by the South Dakota Public Utilities Commission whose duties were expanded in 1975 to include regulation of natural gas and electric utilities. It is the PUC's duty to oversee the rates and services of all public utilities in the state, including approval of all rate changes.

Address: South Dakota Public Utilities

Commission

500 East Capitol

Pierre, South Dakota 57501

Phone: (605) 773-3201

or 1-800-332-1782

HOW YOU ARE BILLED

Once a month you receive a bill from NWPS for the electricity or natural gas you have used the previous month. The bill is due when it is received.

The bill you receive for electric or natural gas service is based upon a meter reading or estimated energy use in the event your meter cannot be read. The bills are figured according to rates that have been approved by the PUC. An explanation of all items which appear on your monthly bill is readily available for your use on the reverse side of each bill you receive.

Electric

Electricity is measured and sold by kilowatt hour (KWH). A kilowatt hour represents the amount of electricity required to operate a 100-watt bulb for 10 hours.

The bill shows the present and previous readings of your electric meter. Subtracting the smaller figure from the larger figure will give you the amount of electricity you have used measured in KWH.

Your KWH consumed multiplied times the charge per KWH in the proper rate schedule will result in the amount you will pay for the electricity you have used. In addition to the above amount, a "fuel and purchased power adjustment" figure, a customer charge, and taxes are added to make up your complete monthly bill.

Natural Gas

Natural gas is measured and sold by hundreds of cubic feet (CCF). The bill shows the present and previous readings of your gas meter. Subtracting the smaller figure from the larger figure will give you the CCF used since the last meter reading date.

Your CCF consumed multiplied times the charge per CCF in the proper rate schedule will result in the amount you will pay for the natural gas you have used. In addition to the above amount, purchased gas, peak shaving, BTU adjustments, a customer charge, and taxes are applied to complete the computation of your bill.

AN ESTIMATED UTILITY BILL

You may receive an estimated bill when an NWPS employee cannot read your meter.

Estimated bills are indicated as such and are based upon your previous use of electricity or natural gas.

If you have questions about an estimated bill, please phone or stop at the nearest NWPS office. Every effort will be made to answer all of your questions.

PAYING YOUR BILL

You may pay your bill by mail. A send-and-return envelope is included with your bill for this purpose. Send the part of your bill that is marked "PLEASE RETURN THIS PORTION WITH YOUR PAYMENT" along with your check or money order. We do not recommend sending cash through the mail.

You may also pay your bill personally at your local NWPS office. Please bring the entire bill with you.

If for any reason, you cannot pay your NWPS bill when it is due, please call your local NWPS office to explain the situation and to make arrangements for paying your bill.

BUDGET PAYMENT PLAN

As a general rule, the area in which we live experiences seasonal extremes in both summer heat and winter cold. The result, of course, can be significant differences in your heating and air conditioning bills from month to month. With this in mind, NWPS offers you a way to avoid unusually high bills caused by heating and air conditioning by averaging them with lower bills. NWPS will estimate your annual energy usage and divide the payments into 12 equal parts with an adjustment based on actual use at the end of the period. This allows you to better budget your utility bills each month. If you are interested in the Budget Payment Plan, contact your nearest NWPS office.

LATE PAYMENT CHARGE

NWPS has been authorized to include a "Late Payment Charge" on delinquent billings.

The charge was authorized because delinquent accounts create an added cost for all customers and not just those who create the problem.

Under the customer billing rules approved by the PUC, utility bills are due upon receipt.

Located at the lower left side of your bill (just above the perforation) is a box which reads: "A LATE PAYMENT FEE OF _____ WILL BE ASSESSED IF PAYMENT IS NOT RECEIVED IN OUR DIVISION OFFICE BY THE NEXT BILLING." If a customer bill is not paid before the next bill is issued, a late payment charge will be applied to any account with an unpaid balance of \$5.00 or more. The late payment charge will be 1% of the unpaid balance, plus a collection charge of \$2.00.

If you need assistance in paying your utility bill, we will make every effort to help you. NWPS will assist eligible customers in obtaining financial aid offered through various governmental agencies and programs.

MEASURING YOUR ENERGY USAGE

Meter Reading

Normally, your electric and/or natural gas meter is read each month by an NWPS employee. This reading is made at intervals which coincide as closely as possible with a 30-day cycle. This monthly visit also gives our meter readers a periodic opportunity to inspect facilities used for natural gas and electric distribution and to make sure they are operating safely and efficiently.

Meter Testing

NWPS conducts a regular program of periodic testing of customers' meters. In this testing, almost all meters are found to be very accurate. You may request NWPS to test the electric or gas meter, and you have the right to be present when the test is conducted. If the test request is made within a year after a previous request, you will be required to pay a deposit. The deposit will be refunded if the meter is found to have an error of 2% or more. The result of this test will be supplied to you within one week after the test is completed.

If a meter is found to have an error of 2% or more, a charge or refund covering the error will be made. The time period for this charge or refund may not exceed six months, unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the refund or charge shall be computed from that date.

Metering Equipment

NWPS furnishes customer meters; however, customers are required to furnish, install, and maintain their own meter mounting devices, such as meter sockets, meter pedestals, metering enclosures, and pressure regulating equipment.

CUSTOMER CONNECTION CHARGE

NWPS has been authorized to include a "Customer Connection Charge" in its billing procedures. Use of the Customer Connection Charge will more accurately identify costs to NWPS's customers by assuring that those customers who are responsible for the expenses of connection or reconnection will pay for them. Under this policy, any customer who moves into or relocates within NWPS's service area and who requests utility service, will be assessed a service connection charge. That charge also applies to reconnection of service, as in the case of a meter which may have been temporarily disconnected. The charge will be \$10.00 for all connections made during normal business hours (8 a.m. to 5 p.m.), Monday through Friday, excluding legal holidays) and \$15.00 for connections made during other hours. The charge will be included on the customer's first utility bill after the connection is made.

CONTINUITY OF SERVICE

NWPS attempts to provide continuous service but cannot guarantee an uninterrupted or undisturbed supply of electric or natural gas service. The Company is not responsible for any loss or damage resulting from the interruption or disturbance of service for any cause other than gross negligence by NWPS or its employees, and NWPS is not liable for any loss of profits or other consequential damages resulting from the use of service or any interruption or disturbance of service. NWPS urges its customers to install regulating or protective devices to protect their appliances from potential damage from interruptions in energy supply or fluctuations in service from NWPS.

IF YOU SHOULD HAVE A COMPLAINT

NWPS thinks it is important that you are satisfied with your electric or natural gas service. However, sometimes a question, misunderstanding, or complaint may develop. If it does, please let us know. In most cases, the problem will be solved through a visit or phone call to your nearest NWPS office. Our employees are trained to help you.

NWPS will make a full and prompt investigation of all complaints received. Please address all written complaints to the Division Manager at your nearest NWPS Division office. The address is listed in your local telephone directory.

IN CASE OF A DISPUTE

Whenever a customer advises NWPS before the disconnection of electric or natural gas service that any part of the billing, charges, or service is in dispute, NWPS shall:

1. Investigate the dispute promptly;
2. Advise the customer of the investigation and its result;
3. Attempt to resolve the dispute; and
4. Withhold disconnection of service during such investigation, provided the customer pays the undisputed portion of the bill.

If the dispute is not resolved, NWPS will notify the customer that he or she may appeal to the PUC within ten (10) working days after the disconnection notice was sent for resolution of the dispute.

ESTABLISHING UTILITY CREDIT

Most customers of NWPS are prompt in paying their monthly bills, a fact which we appreciate very much. Some customers, however, seem to find it difficult to maintain a prompt payment record. In cases such as these, NWPS has found it necessary to establish certain policies and procedures to deal with non-payment of bills. These policies and procedures are designed to protect not only NWPS, but also the customers who do pay their bills promptly.

The credit history of anyone applying for service with NWPS will be reviewed. If a customer demonstrates satisfactory credit by traditional means or by providing his payment history with his prior utility company, no security deposit will be required. A customer who does not establish satisfactory credit will be required to establish credit by one of the three means listed below. If a deposit is required of a customer, it will be returned with interest at the end of any twelve-month period during which the customer has demonstrated satisfactory credit, as defined below.

A present customer who has had one or more disconnections of service in the last year, or three or more disconnection notices in the last year, or has an undisputed outstanding debt with NWPS, shall be deemed to have demonstrated unsatisfactory credit. In the event that a customer demonstrates unsatisfactory credit, NWPS will require that the customer:

1. Make a cash deposit of one-sixth (1/6) of the customer's estimated annual bill. Deposits will earn seven percent (7%) simple interest per year from the date of deposit to the date of disconnection; or

2. Provide a guarantor; or
3. Be placed on an early payments list wherein the customer agrees to pay the bill for utility services within five (5) business days after it is received.

If a customer is unable to pay the full amount of the deposit, NWPS will accept payment of the deposit in reasonable installments not to exceed four months.

DISCONNECTION OF SERVICE

If you want to have your electric or natural gas service disconnected as the result of moving or for some other reason, you should let NWPS know at least one business day before you want this discontinuation. You may do this by letter, by personal visit, or by a phone call to your local NWPS office.

Naturally, if a utility bill is not paid within a reasonable length of time, the customer who owes it cannot expect to continue to receive electric or natural gas service from NWPS.

We do not like to disconnect or refuse service to a customer, but sometimes it must be done. The customer will be notified before such action is taken if the reason is:

1. Non-payment of a utility bill;
2. The customer has failed to pay a required deposit or meet the credit requirements;
3. The customer has violated NWPS's rules on file with the PUC (these rules are available for customer inspection at any NWPS office);
4. The customer has broken the terms of the contract for service with NWPS, or has failed to furnish those things necessary to obtain utility service;

5. The customer has failed to allow NWPS employees access to Company equipment located on customer premises for meter reading, inspection, maintenance, replacement of equipment, or to conduct investigations for hazardous conditions; or

6. Unauthorized use or tampering with NWPS's service equipment.

If at any time a hazardous condition is discovered, NWPS may immediately discontinue service until the hazardous condition is corrected. When possible, NWPS will attempt to provide advance notice of such discontinuance to all customers affected.

The following is a list of conditions, all of which are considered before a customer will be disconnected for non-payment of a bill:

1. A customer may be receiving service from NWPS at more than one location. Only the service for which the bill is delinquent may be disconnected.
2. Bills are due when received. Bills become delinquent twenty (20) days after the billing date. This period may be shortened if the customer's name is on the early payments list. This time period may be waived in cases of fraud, illegal use, or when it is clearly indicated that the customer is preparing to leave. If a customer's bill becomes delinquent, NWPS will send that customer a written notice giving an additional ten (10) days in which to pay the bill to avoid disconnection.

3. If this is the customer's first disconnection notice, NWPS will attempt to notify the customer by telephone, personal visit, or certified mail and will provide the customer information about his right to appeal to the PUC.

4. If the customer has been unwilling to pay the bill in full or enter into a reasonable agreement with NWPS to pay the service bill, service will be disconnected.

5. No disconnection will be made if a bona fide or just dispute concerning the bill exists. A dispute is only defined as bona fide and just if the customer pays the undisputed portion of the bill and contacts the PUC with the unresolved dispute within ten (10) working days after the disconnection notice was sent.

6. Residential disconnection may be postponed for one 30-day period by presenting a physician's certificate stating that disconnection would aggravate a resident's existing medical emergency.

7. Residential disconnection will not be made from November 1 to March 31 without adding to the time periods of paragraph 2 an additional 30 days.

8. Electric or natural gas service will not be disconnected on any Friday, Saturday, Sunday, or legal holiday, or at any time when NWPS's business offices are not open to the public.

9. If a customer receives both gas and electric service from NWPS, he may have payments applied to either the gas or electric portion of his bill in order to avoid disconnection of that service.

10. In a landlord-tenant situation, where the meter is in the landlord's name, NWPS will not disconnect the utility service until the tenant has been offered the opportunity to put the electric or natural gas service in his or her name, where it is economically feasible to do so, and the tenant has turned down this offer.

THIRD PARTY NOTIFICATION

Any customer may designate in writing the name, address, and telephone number of a third party to be notified in the event that utility service is to be discontinued for non-payment. NWPS will maintain a record of such third-party designations and will give notice of such proposed disconnection to the third party named by the customer. Such third-party designations may be guardians, relatives, friends, or others.

CALL BEFORE DIGGING

If you are planning any excavation or construction on or near your property, please call the local NWPS office 24 hours in advance for location of underground distribution facilities.

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

	1st Revised	Section No. 6
		Sheet No. 21
Cancelling	Original	Sheet No. 21

S. D. CUSTOMER INFORMATION FOR COMMERCIAL AND INDUSTRIAL CUSTOMERS

Commercial and Industrial Customer Information



Northwestern
Public Service
Company

South Dakota

Date Filed: May 4, 1992

Effective Date: May 22, 1992

Issued By: R. F. Leyendecker
Vice President-Rates & Regulation

**NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA**

Original

Sheet No. 22

Canceling

Sheet No. 22

33 Third ST SE P O BOX 1318
Huron, South Dakota 57350-1318
Telephone 1-800-245-6977

MONTH 99, 9999

Customer Name
Mailing Address
City, State 99999-9999

Account Number: 9999999-9

[illegible]

Dear Customer First Name,

Our records show your utility account with us is overdue in the amount shown below:

Disconnect Amount	\$999,999.99	Total Amount Of Bill	\$999,999.99
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We recognize that from time to time customers have temporary financial problems making it difficult to pay bills promptly. We are willing to work with you to resolve the payment of your utility account. Please call our 24-hour Customer Service Center 1-800-245-6977 to make payment arrangements.

We regret that unless payment or arrangements for payment of your overdue account is made prior to 99/99/9999, service will be disconnected. Once service is disconnected, in addition to payment of the utility bill, a reconnection fee of \$42.00 plus tax during business hours (\$63.00 plus tax after business hours) is required before your utility service is restored.

If you believe that some or all of the charges are in error, we encourage you to contact us to discuss the disputed charges.

If we can not resolve the dispute, you should pay the undisputed portion of the bill. South Dakota customers have the right to appeal the unresolved dispute to the SD Public Utilities Commission, 500 East Capitol, Pierre, SD 57501, telephone number 1-800-332-1782.

Please disregard this notice if payment of your overdue account has already been made and thank-you for you cooperation.

Sincerely,
NWPS
Collection Department

Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. F. Leyendecker

Issued By: Vice President-Market Development

R. F. Leyendecker
Issued By: Vice President-Market Development

**NORTHWESTERN PUBLIC SERVICE COMPANY
HURON
SOUTH DAKOTA**

Original

Sheet No. 24

Canceling

Sheet No. 24

33 Third ST SE P O BOX 1318
Huron, South Dakota 57350-1318
Telephone 1-800-245-6977

Customer Name
Mailing Address
City, State 99999-9999

[illegible]

After reviewing our records, we noticed that within the past 12 months, you received three or more disconnection notices on your utility account or had service disconnected one or more times. According to our credit policy, this demonstrates unsatisfactory credit.

Because of this, your account has been set up to bill you a deposit equal to one sixth of your estimated annual utility billings. This deposit has been set up in the amount of \$9999.99. Your account will be billed in four installments of \$9999.99 beginning with your next bill.

To re-establish satisfactory credit with Northwestern Public Service Company, you must not have had service disconnected for nonpayment of a bill for services rendered and have received less than three disconnection notices for a twelve month period. Your deposit will automatically be refunded to your account for the full amount of the deposit plus interest upon re-establishment of satisfactory credit.

If you wish to discuss your account with a collection representative, please contact our 24-hour Customer Service Center at 1-800-245-6977.

Sincerely,
NWPS
Collection Department

Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. F. Levendecker

Issued By: Vice President-Market Development

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

	1st Revised	Section No. 6
		Sheet No. 21
Cancelling	Original	Sheet No. 21

S. D. CUSTOMER INFORMATION FOR COMMERCIAL AND INDUSTRIAL CUSTOMERS

Commercial and Industrial Customer Information



Northwestern
Public Service
Company

South Dakota

Date Filed: May 4, 1992

Effective Date: May 22, 1992

Issued By: R. F. Leyendecker
Vice President-Rates & Regulation

Commercial
and
Industrial
Customer
Information



Northwestern
Public Service
Company

South Dakota

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TO NWPS COMMERCIAL & INDUSTRIAL CUSTOMERS



Dear Customer:

We base our Company's reputation on providing the very best in customer service, and we encourage you to contact us whenever you need help with your utility service.

This booklet was designed to help you understand your rights and responsibilities as our customer and our rights and responsibilities as your electric and/or natural gas supplier. Also included are the steps to follow if you have a question, request or complaint.

If you want to contact the nearest NWPS office, simply refer to your local telephone directory, where you will find the office address and telephone number. For emergencies during non-office hours, call the emergency number listed under Northwestern Public Service Company.

We consider it a privilege to serve you.

A handwritten signature in cursive script, appearing to read "R. A. Wilkens".

R. A. Wilkens
President &
Chief Executive Officer
Northwestern Public Service Company

ABOUT OUR COMPANY

Northwestern Public Service Company is an electric and natural gas utility engaged in generating, transmitting, distributing, and selling electric energy, and in distributing and selling natural gas. (The following are statistics as of February 29, 1992.)

South Dakota Communities	
Served Electrically	108
South Dakota Electric Customers	53,212
(including approximately 1,700 farm customers)	
South Dakota Communities	
Served with Natural Gas	36
South Dakota Gas Customers	31,129
Nebraska Communities	
Served with Natural Gas	4
Nebraska Gas Customers	37,454
Number of Employees	457

NWPS is an investor-owned energy company, owned by approximately 8,000 stockholders from all parts of the country.

PUC REGULATION

Northwestern Public Service Company is regulated by the South Dakota Public Utilities Commission (PUC) whose duties were expanded in 1975 to include regulation of natural gas and electric utilities. It is the PUC's duty to oversee the rates and services of all public utilities in the state, including approval of all rate changes.

Address: South Dakota Public Utilities
Commission
500 East Capitol
Pierre, South Dakota 57501

Phone: (605) 773-3201
or 1-800-332-1782

HOW YOU ARE BILLED

Once a month you receive a bill from NWPS for the electricity or natural gas you have used the previous month. The bill is due when it is received.

The bill you receive for electric or natural gas service is based upon a meter reading or estimated energy use in the event your meter cannot be read. The bills are figured according to rates that have been approved by the PUC. An explanation of all items which appear on your monthly bill is readily available for your use on the reverse side of each bill you receive.

ELECTRIC SERVICE

• Energy Measurement

Electricity is measured and sold by kilowatt hour (KWH). A KWH represents the amount of energy required to operate a 100-watt bulb for 10 hours. Your bill shows the present and previous readings of your electric meter. Subtracting the previous reading from the present reading and applying any multiplier that may be shown will give you the amount of electricity you have used during the billing month.

• Demand Measurement

For many NWPS commercial and industrial rate schedules, a customer's bill is determined by measuring the KWH of electricity consumed and the customer's measured demand. This demand is the average number of kilowatts (KW) used by the customer during the 15-minute period of maximum use during the billing month. The demand charge is designed to assign to a customer its share of NWPS's fixed investment in production, transmission, and distribution equipment required to meet the customer's maximum demand for electricity. For certain small commercial customers, a flat customer charge is used rather than a measured demand charge. →

- **Power Factor Adjustment**

NWPS may install metering equipment to determine the average power factor of a customer's installation. Power factor is a measurement of the relationship between real power (the useful power that does work) and apparent power (volt-amperes needed to supply magnetizing current which causes energy to flow through fluorescent lamps, motors, and transformers owned by the customer). If such average power factor is less than 95%, the customer's measured demand or energy may be adjusted according to a formula provided in NWPS's rate schedules. NWPS will work with customers to help them achieve a 95% or higher average power factor.

- **Fuel and Purchased Power Adjustment**

A customer's energy (KWH) charge is increased or decreased to reflect changes in the cost of fuel used to generate electricity and energy purchases experienced by NWPS.

- **Sales Taxes**

In addition to the above items, state and local sales taxes, which are collected by NWPS and submitted to the South Dakota Department of Revenue, are added to make up your complete monthly bill.

- **Cogeneration and Small Power Production**

Under the Public Utility Regulatory Policies Act of 1978, power production and cogeneration facilities which have received qualifying status from the Federal Energy Regulatory Commission are authorized to make an interconnection with the electric systems of public utilities, such as NWPS. To obtain further information about such an interconnection, contact your local NWPS office.

- **Protection Service**

NWPS cannot render service to any customer for the operation of any devices which have a detrimental effect upon the service rendered to other customers. NWPS will endeavor to cooperate with its customers when consulted concerning the intended use of any device.

Where the customer's use of electricity is intermittent or subject to violent fluctuations, NWPS reserves the right to require the customer to furnish at his own expense suitable equipment to reasonably limit such intermittence or fluctuation.

This provision is not applicable to customers utilizing supplemental or alternative energy sources, unless such energy sources create an unsafe or damaging condition on the NWPS electric system or on the electric service provided to other customers.

- **Electric Motors**

Individual motors over 1/2 horsepower and/or having a rating exceeding 7-1/2 amperes shall be connected to a 240 volt circuit. Single phase motors exceeding 5 horsepower and/or with locked rotor current exceeding 100 amperes shall not be connected to the NWPS system without prior NWPS approval.

Natural gas is measured and sold in hundreds of cubic feet (CCF). The bill shows the present and previous readings of your gas meter. Subtracting the previous reading from the present reading and applying any multiplier that may be shown will give you the CCF used since the last meter reading date.

• **Contract Demand**

For many NWPS commercial and industrial firm rate schedules, a customer's bill is determined by measuring the CCF of gas consumed and the customer's CCF of daily contract demand. Such daily contract demand represents the firm gas volumes contracted by the customer.

• **Purchased Gas Cost Adjustment Clause**

A customer's natural gas rate per CCF is increased or decreased by an adjustment amount equal to any increase or decrease in the cost per CCF of natural gas purchased by NWPS.

• **BTU Adjustment Clause**

The rates to be charged by NWPS are for natural gas with a heating value of 1000 British Thermal Units (BTUs) per cubic foot. A customer's metered consumption in CCF volumes will be adjusted upward or downward so that he is billed for an equivalent of 1000 BTUs per cubic foot.

• **Peak Shaving Adjustment**

NWPS uses propane as a peak shaving fuel during periods of heavy customer usage. The rates is approved by the PUC to be charged by NWPS include a base peak shaving propane fuel cost. A customer's metered consumption in CCF volumes will be adjusted upward or downward for the difference between the actual average peak shaving propane fuel cost and the base cost.

In addition to the above amounts, state and city sales taxes are applied to complete the computation of your bill.

• **Gas Transportation Service**

NWPS offers firm and interruptible transportation service to its gas customers. Such transportation service is provided under NWPS's tariffs and a Transportation Service Agreement.

• **Billing Day and Curtailment of Gas for Interruptible Customers**

The billing day for the purpose of determining the amount of firm gas used will be from 12:00 o'clock noon one day until 12:00 o'clock noon the next day. NWPS shall have the right to curtail or limit a customer's use of gas during any billing day to the Contract Demand then in effect when demand by firm and higher priority interruptible natural gas purchasers exceeds available pipeline supply. Curtailment of interruptible gas will commence at 12:00 o'clock noon at the start of a new billing day. Under normal circumstances, notice of curtailment of interruptible gas will be given to the customer prior to 10:00 o'clock A.M. of the calendar day in which curtailment is to begin.

In cases of emergency, however, any notice prior to 12:00 o'clock noon is deemed to place the curtailment in effect at 12:00 o'clock noon, and such curtailment shall continue in effect until NWPS notifies the customer that the curtailment is released. In cases of emergency when notice of curtailment cannot reasonably be given immediately prior to a new billing day, a customer will cooperate with NWPS by curtailing its use of interruptible gas as soon as possible after notice of curtailment by NWPS.

Proper notice of curtailment will be deemed to have been given when any person or persons authorized to receive curtailment orders on behalf of the customer has been notified by telephone or in person by a representative of NWPS. →

NWPS will endeavor to give a customer as much notice as possible with respect to curtailment of service. A customer must provide and maintain complete standby facilities and have available at all times sufficient standby fuel to maintain continuous plant operations during complete curtailment in the delivery of natural gas.

OPTIONAL RATES

When a customer qualifies for two or more rates, the choice of such rates lies with the customer. A customer who believes he may qualify for service under more than one rate schedule, should contact NWPS for advice on what alternatives are available.

New electric customers or those with increased load requirements may find NWPS's New Business Incentive Rider (Option N), Increased Usage Incentive Rider (Option I), or Discounted Energy Option Rider (Option X) will result in energy cost savings for their firms.

In addition, customers who operate at a high load factor or improve their load factor will benefit from lower cost energy. Load factor is the measure of the efficient use of electrical demand requirements.

AN ESTIMATED UTILITY BILL

You may receive an estimated bill when an NWPS employee cannot read your meter. Estimated bills are indicated as such and are based upon your previous use of electricity or natural gas. For electric customers with demand metering, such meters must be read monthly.

If you have questions about an estimated bill, please phone or stop at the nearest NWPS office. Every effort will be made to answer all of your questions.

You may pay your bill by mail. A send-and-return envelope is included with your bill for this purpose. Send the part of your bill that is marked "PLEASE RETURN THIS PORTION WITH YOUR PAYMENT" along with your check or money order.

You may also pay your bill personally at your local NWPS office. Please bring the entire bill with you. An after-hours deposit box is also available at many NWPS offices.

If for any reason, you cannot pay your NWPS bill when it is due, please call your local NWPS office to explain the situation and to make arrangements for paying your bill.

LATE PAYMENT CHARGE

NWPS has been authorized to include a "Late Payment Charge" on delinquent billings. The charge was authorized because delinquent accounts create an added cost for all customers and not just those who create the problem.

Under the customer billing rules approved by the PUC, utility bills are payable upon receipt. Located at the lower left side of your bill (just above the perforation) is a box which reads: "A LATE PAYMENT CHARGE OF _____ WILL BE ASSESSED IF PAYMENT IS NOT RECEIVED IN OUR DIVISION OFFICE BY NEXT BILLING." If a customer bill is not paid before the next bill is issued, a late payment charge will be applied to any account having an unpaid balance of \$5.00 or more. The late payment charge will be 1% of the unpaid balance, plus a collection charge of \$2.00.

If you are having problems in paying your utility bill, we will make every reasonable effort to work with you.

• **Meter Reading**

Normally, your electric and/or natural gas meter is read each month by an NWPS employee. This reading is made at intervals which coincide as closely as possible with a 30-day cycle. This monthly visit also gives our meter readers a periodic opportunity to inspect facilities used for natural gas and electric distribution.

• **Meter Testing**

NWPS conducts a regular program of periodic testing customers' meters. You may request NWPS to test the electric or gas meter, and you have the right to be present when the test is conducted. If the test request is made within a year after a previous request, you will be required to pay a deposit. The deposit will be refunded if the meter is found to have an error of 2% or more. The result of this test will be supplied to you within one week after the test is completed.

If a meter is found to have an error of 2% or more, a charge or refund covering the error will be made. The time period for this charge or refund may not exceed six months, unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the refund or charge shall be computed from that date.

• **Metering Equipment**

NWPS furnishes customer meters; however, customers are required to furnish, install, and maintain their own meter mounting devices, such as meter sockets, meter pedestals, and metering enclosures.

For gas installations the customer furnishes, owns, and maintains all fuel piping, equipment, appliances, and other devices necessary to distribute gas service from the point on the outlet side of the NWPS meter.

A customer is not permitted to receive power or energy through one meter and resell such power or energy to another user through separate meters, regardless of who owns the meter serving the ultimate user.

• **Master Metering Restrictions**

All buildings, mobile home parks, and trailer courts for which construction was begun after June 13, 1980, shall be metered separately for each residential or commercial unit, with the exception of hospitals; nursing homes; transient hotels and motels; dormitories; campgrounds; other residential facilities of a purely transient nature; central heating or cooling systems; central ventilating systems; central hot water systems; residential multiple occupancy building of only two units, one of which unit is occupied by the owner of the building; and multiple occupancy buildings constructed, owned, or operated with funds appropriated through the Department of Housing and Urban Development or any other federal or state government agency.

Any existing multiple occupancy building receiving master metered service which is substantially remodeled or renovated for continued use as a multiple occupancy building, if such remodeling or renovation is begun after June 13, 1980, shall be individually metered, unless the building meets any of the exceptions listed above or unless the owner of such building demonstrates to the satisfaction of the PUC that conversion from master metering to individual metering would be impractical, uneconomical, or unfeasible.

The restrictions against master metering contained in the preceding paragraph are waived to the extent requests for variances are granted by the PUC.

RESALE OF UTILITY SERVICE PROHIBITED

Utility service furnished by NWPS under any rate schedule may not be resold by the customer in any manner.

CUSTOMER CONNECTION CHARGE

NWPS has been authorized to include a "Customer Connection Charge" in its billing procedures. Use of the Customer Connection Charge will more accurately identify costs to NWPS's customers by assuring that those customers who are responsible for the expenses of connection or reconnection will pay for them. Under this tariff provision, any customer who moves into or relocates within NWPS's service area, and who requests utility service, will be assessed a service connection charge.

That charge also applies to reconnection of service, as in the case of a meter which may have been temporarily disconnected. The charge will be \$10.00 for all connections made during normal business hours (8 a.m. to 5 p.m., Monday through Friday, excluding legal holidays) and \$15.00 for connections made during other hours. The charge will be included on the customer's first utility bill after the connection is made.

CONTINUITY OF SERVICE

NWPS attempts to provide continuous service but cannot guarantee an uninterrupted or undisturbed supply of electric or natural gas service. The Company is not responsible for any loss or damage resulting from the interruption or disturbance of service for any cause other than gross negligence by NWPS or its employees, and NWPS is not liable for any loss of profits or other consequential damages resulting from the use of service or any interruption or disturbance of service. NWPS urges its customers to install regulating or

protective devices to protect their appliances from potential damage from interruptions in energy supply or fluctuations in service from NWPS.

IF YOU SHOULD HAVE A COMPLAINT

NWPS believes it is important that you are satisfied with your electric or natural gas service. However, sometimes a question, misunderstanding, or complaint may develop. If it does, please let us know. In most cases, the problem will be solved through a visit or phone call to your nearest NWPS office. Our employees are trained to help you.

NWPS will make a full and prompt investigation of all complaints received. Please address all written complaints to the Division Manager at your nearest NWPS Division office. The address is listed in your local telephone directory.

IN CASE OF A DISPUTE

Whenever a customer advises NWPS before the disconnection of electric or natural gas service that any part of the billing, charges, or service is in dispute, NWPS shall:

1. Investigate the dispute promptly;
2. Advise the customer of the investigation and its result;
3. Attempt to resolve the dispute; and
4. Withhold disconnection of service during such investigation, provided the customer pays the undisputed portion of the bill.

If the dispute is not resolved, NWPS will notify the customer that he or she may appeal to the PUC within ten (10) working days after the disconnection notice was sent for resolution of the dispute.

ESTABLISHING UTILITY CREDIT

Most customers of NWPS are prompt in paying their monthly bills, a fact which we appreciate very much. Some customers, however, seem to find it difficult to maintain a prompt payment record. In cases such as these, NWPS has found it necessary to establish certain policies and procedures to deal with non-payment of bills. These policies and procedures are designed to protect not only NWPS, but also the customers who do maintain prompt payment records.

The credit history of anyone applying for service with NWPS will be reviewed. If a customer demonstrates satisfactory credit by traditional means or by providing his payment history with his prior utility company, no security deposit will be required. A customer who does not establish satisfactory credit will be required to establish credit by one of the four means listed below. If a deposit is required of a customer, it will be returned with interest at the end of any twelve-month period during which the customer has demonstrated satisfactory credit, as defined below.

A present customer who has had one or more disconnections of service in the last year or three or more disconnection notices in the last year or has an undisputed outstanding debt with NWPS shall be deemed to have demonstrated unsatisfactory credit. In the event that a customer demonstrates unsatisfactory credit, NWPS will require that the customer:

1. Make a cash deposit of one-sixth (1/6) of the customer's estimated annual bill. Deposits will earn seven percent (7%) simple interest per year from the date of deposit to the date of disconnection; or
2. Provide a letter of credit or post a surety bond; or
3. Be placed on an early payments list wherein the customer agrees to pay the bill for utility

services within five (5) business days after it is received; or

4. Negotiate another option with NWPS.

If a customer is unable to pay the full amount of the deposit, NWPS will accept payment of the deposit in reasonable installments over a period not to exceed four months.

DISCONNECTION OF SERVICE

If you want to have your electric or natural gas service disconnected as the result of moving or for some other reason, you should let NWPS know at least one business day before you want this discontinuation. You may do this by letter, by personal visit, or by a phone call to your local NWPS office.

Naturally, if a utility bill is not paid within a reasonable length of time, the customer who owes it cannot expect to continue to receive electric or natural gas service from NWPS.

We do not like to disconnect or refuse service to a customer, but sometimes it must be done. The customer will be notified before such action is taken if the reason is:

1. Non-payment of a utility bill;
2. The customer has failed to pay a required deposit or meet the credit requirements;
3. The customer has violated NWPS's rules on file with the PUC (these rules are available for customer inspection at any NWPS office);
4. The customer has breached the terms of the contract for service with NWPS or has failed to furnish those things necessary to obtain utility service; or
5. The customer has failed to allow NWPS employees access to Company equipment located on customer premises for meter reading, inspection, maintenance, replacement of equipment, or to conduct investigations for hazardous conditions. →

If at any time a hazardous condition is discovered, NWPS may immediately discontinue service until the hazardous condition is corrected. Also, NWPS may immediately discontinue service if unauthorized use or tampering with NWPS's service equipment is discovered. When possible, NWPS will attempt to provide advance notice of discontinuance to all customers affected.

The following is a list of conditions, all of which are considered before a customer will be disconnected for non-payment of a bill:

1. A customer may be receiving more than one class of service from NWPS. Only the class of service for which payment is delinquent may be disconnected.
2. Bills are due when received. Bills become delinquent twenty (20) days after the billing date. This period may be shortened if the customer's name is on the early payments list. This time period may be waived in cases of fraud, illegal use, or when it is clearly indicated that the customer is preparing to leave. If a customer's bill becomes delinquent, the customer has an additional ten (10) days in which to pay the bill to avoid disconnection.
3. If this is the customer's first disconnection notice, NWPS will attempt to notify the customer by telephone, personal visit, or certified mail and will provide the customer information about his right to appeal to the PUC.
4. If the customer has been unwilling to pay the bill in full or enter into a reasonable agreement with NWPS to pay the service bill, service will be disconnected.

5. No disconnection shall be made if a bona fide or just dispute concerning the bill exists. A dispute is only defined as bona fide and just if the customer pays the undisputed portion of the bill and contacts the PUC with the unresolved dispute within ten (10) working days after the disconnection notice was sent.

6. Electric or natural gas service will not be disconnected on any Friday, Saturday, Sunday, or legal holiday, or at any time when NWPS's business offices are not open to the public.
7. If a customer receives both gas and electric service from NWPS, he may have payments applied to either the gas or electric portion of his bill in order to avoid disconnection of that service.
8. In a landlord-tenant situation, where the meter is in the landlord's name, NWPS will not disconnect the utility service until the tenant has been offered the opportunity to put the electric or natural gas service in his or her name where it is economically feasible to do so, and the tenant has turned down this offer.

If service is disconnected for nonpayment, it will not be restored without payment of the outstanding bill and a reconnection fee and the furnishing of adequate security for the utility account.

CALL BEFORE DIGGING

If you are planning any excavation or construction on or near your property, please call the local NWPS office 48 hours in advance for location of underground distribution facilities.

Northwestern Public Service
Company